



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

TDS Metrocom, LLC
for Filing Period 1/1/2010 to 3/31/2010
Tracking Number 3366

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	7.30	8.10	6.90	7.43
B. Operator Answer Time - Information Section 730.510(a)(1)	7.30	8.10	6.90	7.43
C. Repair Office Answer Time Section 730.510(b)(1)	19.00	9.00	9.00	12.33
D. Business or Customer Service Answer Time Section 730.510(b)(1)	190.00 *	52.00	69.00 *	103.67 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	17.00% *	13.00% *	13.00% *	14.00% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	2.65	3.88	2.55	3.03
H. Percent Repeat Trouble Reports Section 730.545(c)	9.50 %	11.60 %	8.80 %	10.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	1.56 %	1.51 %	2.52 %	1.90 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$399.44	\$354.32	\$153.38	\$907.14
B. Number of credits issued for repairs - 24-48 hours	11	6	10	27
C. Number of credits issued for repairs - 48-72 hours	4	2	2	8
D. Number of credits issued for repairs - 72-96 hours	1	1	2	4
E. Number of credits issued for repairs - 96-120 hours	1	1	0	2
F. Number of credits issued for repairs > 120 hours	5	0	0	5
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1	0	0	1
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

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